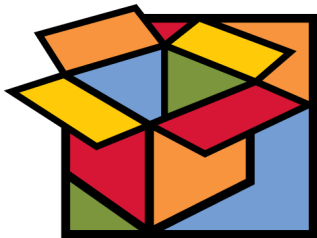


# RELOCATION ASSISTANCE PROGRAM



## Moving Made Easy

### Contact Numbers (719)

- American Red Cross, 1-800-733-2767
- Army Community Service, 526-4590
- English as a Second Language (ESL), 526-9348 or 526-4590
- Exceptional Family Member Program (EFMP) Outreach & Support Services, 526-4590
- EFMP Enrollment & Medical Support Services, 526-7805
- The Family Connection, 526-1070
- Hospital Appointments, 524-2273 (CARE) or 526-2273 (CARE)
- Immigration & Naturalization Assistance, 526-0457
- Loan Closet, 526-1070
- Lodging (Temporary), 526-4832
- Military Pay, 526-1052
- Police Division, 526-2333
- Post Shuttle Bus, 526-6453
- Sexual Assault (24/7), 338-9654
- Sponsorship Request, 526-5169
- Welcome Packets, 526-1070
- Victim Advocacy (24/7), 243-7907

### FORT CARSON ONLINE

**Official Installation Website:**  
<http://www.carson.army.mil>

**Follow us on Facebook:**  
U.S. Army Fort Carson

**Check us out on Flickr:**  
<http://www.flickr.com/photos/FortCarson>

**Follow us on Twitter:**  
Fort Carson PAO

**Official Installation Newspaper:**  
<http://csmng.com/category/fort-carson-mountaineer/>

# The Moving411... INPROCESSING

"Helping you make a smooth move from one location to another"

First and foremost, "Congratulations on your assignment". We are sure that you will find Fort Carson to be challenging yet professionally and personally rewarding. Our Relocation Assistance Coordinating Committee (RACC) would like to extend to you and your Family a hearty Colorado "Welcome". To assist in a successful relocation, we have put together some information which will assist in smoothening the process. We are sure that at some point throughout this process there have been feelings of uncertainty, anxiety, excitement, hesitation, happiness; these are all common during times of transition. Know that we are here to assist, and again "Welcome".

Your Fort Carson RACC Team



## Information to Know During In-Processing: Relocation Services and Programs

### ARMY COMMUNITY SERVICE

**(ACS)** offers a wide variety of services and programs which vary from parenting classes to employment assistance to financial planning. Stop by their main facility, the ACS Center in building 1526, and hear about all they have to offer. For more information or to register for a class, call (719) 526-4590.

### CHILD, YOUTH & SCHOOL

**SERVICES (CYSS)** understands the importance of what they do, "We know you entrust to us that which you hold most dear, your children". That is a commitment we do not take lightly and we strive every day to earn and to keep your confidence. CYSS is committed to serving the unique needs of Fort Carson Families through a variety of programs designed for children ages six-weeks to 18 years. All services are based on the growth and development of your child, and meet both U.S. Army and national standards. Our seamless delivery system ensures that the same philosophy is followed by our dedicated staff in every program and service we offer. For more information or to register, call (719) 526-1101 or visit Central Registration in building 1518.

### DEERS ENROLLMENT & UPDATES

are completed during in-processing. Walk-ins are welcome and appointments can be scheduled at <https://rapids-appointments.dmdc.osd.mil>. DEERS is located in building 1039 on O'Connell Boulevard. For more information, call (719) 524-3704.

### EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)\*

is designed to provide a comprehensive, coordinated, multi-agency approach for community support, housing, medical, educational, and personnel services to Family Members with special needs, regardless of their age. Soldiers who have Family Members enrolled in the EFMP will identify themselves at in-processing via DA Form 7415, EFMP Querying Sheet, and will complete the EFMP Relocating Soldier Assistance Request to indicate if they would like assistance coordinating services for their EFM. An EFMP team member will contact the Soldier to provide EFMP points of contact and to assist with coordination of services. For more information, call (719) 526-4590.

**FINANCIAL SERVICES** are available and highly recommended. The cost of living in Colorado Springs is considered to be high in comparison to other locations.

• **Financial Readiness Program\*** offers a wide variety of services to include planning, credit counseling and debt management. Walk-ins are available Mon thru Wed from 4:00 p.m. to 5:00 p.m. To schedule an appointment or for more information, call (719) 526-4590.

- **Banking Workshop**, 4 Jun, 9:00 a.m. to 12:00 p.m.
- **Brown Bag "Thrift Savings Plan"**, 5 & 19 Jun, 12:00 p.m. to 1:00 p.m.
- **Brown Bag "Debt Management"**, 12 Jun, 12:00 p.m. to 1:00 p.m.
- **Brown Bag "Used Car Buying"**, 26 Jun, 12:00 p.m. to 1:00 p.m.
- **Money Trouble Solutions "The Investment Answer"**, Thu, 13 Jun, 5:30 p.m. to 7:00 p.m.

• **Army Emergency Relief (AER)\*** can be requested through your command financial NCO (CFNCO) or ACS. AER is available for various emergencies; to include initial deposits and the 1<sup>st</sup> months rent. For more information, call (719) 526-4590.

• **Finance** questions which are specific to travel allowances or LES, should be referred to Defense Military Pay Office (DMPO) in building 1220 on 4900 Evans Avenue. Hours of operation are Mon thru Fri, 7:30 a.m. to 4:00 p.m. For information, call (719) 526-1052.

**HOSPITAL APPOINTMENTS** for Family Members enrolled in TRICARE can

be scheduled by calling (719) 526-2273 (CARE) or 524-2273 (CARE) or by visiting [www.tricareonline.com](http://www.tricareonline.com). To enroll a Family Member, please view the United Enrollment & Updates (back side). If medical care is needed before TRICARE eligibility date, contact the assigned clinic or call the Hospital Operator; 526-7000, who can connect you to the appropriate clinic. Provide the date of eligibility and ask for a space available appointment, or request a "return call" from a nurse. If an appointment is unavailable, contact the Patient Advocate Office at 526-7225 to request assistance. If you have a true emergency, seek care at Evans Army Community Hospital (EACH) Emergency Room. Appointments for Active Duty are through Sick Call. For more information contact your appropriate clinic.

**HOUSING** information is available at the Fort Carson Housing Services Office (HSO) which is located in the Colorado Inn at 7301 Woodfill Road, Room 104. Office hours are Mon-Fri, 7:30 a.m. to 3:45 p.m., and Thurs, 9:00 a.m. to 3:45 p.m. The staff may be reached at (719) 526-2323, 526-2322, or 526-5219. Information is also available at [www.housing.army.mil/Default.aspx](http://www.housing.army.mil/Default.aspx).

### On-Post Housing

Army Family Housing on Fort Carson is owned and operated by Balfour Beatty Communities (BBC), located in the Joel Hefley Community Center at 6800 Prussman Boulevard. Information is available by calling (719) 579-1606 or visiting [www.fortcarsonfamilyhousing.com](http://www.fortcarsonfamilyhousing.com). The following information will explain the process for applying for on-post housing:

(continued on back)

### Interesting Facts:

- If you get lost in the Colorado Springs area, remember, the mountains are to the West. Helpful trick to finding your way around.
- A majority of the shopping and entertainment areas are found along Academy Boulevard and Powers Boulevard. These major arteries run North and South.
- Colorado Springs has five military installations: Cheyenne Mountain Air Force Station, Fort Carson, Peterson Air Force Base, Schriever Air Force Base and the United States Air Force Academy, while Denver has one, Buckley Air Force Base.
- Colorado Springs is where Katherine Lee Bates wrote "America the Beautiful".
- If you are not a fan of drinking water, it is highly recommended you become one. The Colorado Springs elevation is 6,035 feet. Acclimation varies for every individual.
- If you are a golfer, great news, because of the altitude, a golf ball flies on average 10 percent farther in Colorado than other states.
- If you hear someone refer to the Banana Belt on Fort Carson, it is Barkeley Avenue and McGrath Avenue. If you look at the streets on a map, they form a banana.
- One of the most popular tourist locations in Colorado Springs is Garden of Gods.
- Colorado Springs is home to the United States Olympic Training Center and the headquarters of the United States Olympic Committee.



• Log on to [www.fortcarsonfamilyhousing.com](http://www.fortcarsonfamilyhousing.com) - when you open the website you need to go to "Relocating Residents," then go to "Apply Today." This will take you to the application process.

• Required documents: Copy of orders bringing you to Fort Carson, verification of dependents, marriage certificate, birth certificates, and/or DEERS printout, Power of Attorney (if spouse), End of Month LES. If no homes are available, you will be placed on a waiting list. Keep in mind that there is a breed restriction for pets on Fort Carson. If you require any modifications to your home due to a special need, contact the EFMP Manager at ACS, (719) 526-4590.

#### • Off-Post Housing

All Soldiers are required to report to the HSO before entering into any off-post agreement (rental/sales). Housing information and options can be found at [www.housing.army.mil/Default.aspx](http://www.housing.army.mil/Default.aspx). If a Soldier is taking permissive TDY for house hunting, they are required to have their leave form stamped and dated by the HSO on the FIRST DAY of your PTDY. If NOT, they may be charged leave for that period, (DA form 31 must be signed by a Lieutenant Colonel (O-5) or higher, AR 600-8-10 covers PTDY).

The HSO staff is knowledgeable about the local community laws and policies. It is here to assist Soldiers and Families find solutions to housing needs and issues. The HSO staff personally inspects many of the apartments in the local communities. The staff works closely with landlords and homeowners to ensure the quality of homes meet Government standards. The HSO team provides Soldiers and Families the following services:

- One-on-one support in locating adequate, affordable, and available housing for you and your family.
- Rentals and For Sale listings.
- Complaint Mediation.
- Computers that can be used by incoming or outgoing customers.
- Information packet that supplies basic rental information, local BAH rates, maps, as well as a multitude of other information.

HSO supports the Automated Housing Referral Network [www.AHRRN.com](http://www.AHRRN.com) for locating housing in the surrounding Fort Carson communities as well as gathering information about other duty stations. These free websites are accessible 24-hours a day, 7 days a week, and are totally self-service. Individuals seeking rental properties can view photos, maps, and detailed listings.

• **Permanent Party Bachelor Officer and Bachelor SSG-CSM** quarters are not available on Fort Carson and must live off-post. BAH will be at the without dependent rate. Family housing or rental information is available via HSO, building 7301, room 104, (719) 526-2323.

• **Single Soliders without dependents** are briefed on "Day 1". Guidance on barracks space is available through the installation Single Soldier Housing Office (SSH), First Sergeants Barracks Program (FSBP) at 524-3727 (FSBP) or 526-9707. Dual military Soldiers both assigned to Fort Carson are required to contact the

installation UPH Specialist, located in Building 7301, Room 105, 526-0570 to obtain a Certificate of Non-availability (CNA) to reside on/off post. CNA must be approved prior to entering into a legally binding rental/lease agreement. If you are a Single Soldier (E5 or below) or a dual military Soldier with a spouse assigned to a different duty station and you do not have dependent family members (you will need to provide a copy of your spouse's ERB) and by regulation are not entitled to collect BAH (Basic Allowance For Housing), you will be assigned a barracks room. If you are recently divorced, the SSH will need a copy of your divorce decree and a DD Form 5960 stamped by finance to obtain a barracks room. Geographical bachelors are not authorized to live in the barracks (defined as a Soldier who is authorized BAH at with dependent rate who elects not to be accompanied by Family Members).

#### • Volunteer Realtor Program

The purpose of the Fort Carson Volunteer Realtor Program is to assist the Housing Office in providing housing and community information to military Families. The Pikes Peak Association of Realtors provides qualified realtor volunteers to assist the Army housing counselors in this endeavor and to furnish rental and sale listings through the Multiple Listing Service System. Services include printouts of rental and sale listings, information regarding purchases of homes such as application procedures, interest rates and discussing various types of mortgages such as VA, FHA, and conventional loans. For information call (719) 526-7578 or visit the Colorado Inn, Room 108.

**INPROCESSING** is completed through the Consolidate Assignments Processing Section (CAPS). All inbound Soldiers, below the rank of Colonel must in-process through the CAPS, regardless of their direct unit of assignment. To ensure this process is quick and convenient, all in-processing requirements are met while the Soldier is assigned to the CAPS.

Inprocessing Soldiers can sign-in at building 1218 (SE corner of Wetzel Avenue & Ellis Street), room 136; after duty hours sign-in can be completed in building 1013 (SE corner of O'Connell Boulevard & Wetzel Avenue), Replacement Detachment, CQ desk.

• **Billeting Options** - If you have dependents with you or you are a Staff Sergeant (promotable) or above, you must arrange for your own lodging (see the Lodging Temporary section). If you are a Sergeant or below and you do not have dependents, you are required to live in the Replacement Detachment barracks. If you are in this category, please do not make any other lodging arrangements without first contacting CQ, (719) 526-6961. If you are an unaccompanied Staff Sergeant, you may stay in the barracks (space is available).

Soldiers in the ranks of E1 to E6 participate in a four-day orientation program while E7's and above and officers, participate in a three-day program. The CAPS is open Mon thru Thu, 7:15 a.m. to 3:30 p.m.; Fri, 7:30 a.m. to 3:30 p.m.; closed on weekends, federal holidays, & DONSA's. For more information, call (719) 526-9889.

**JOINT PERSONAL PROPERTY SHIPPING OFFICE (JPPSO) - DETACHMENT 1** advises members on how to use the Defense Personal Property

System (DPS) to request services from their Transportation Service Provider (TSP). Upon arrival, Soldiers may call customer service at (719) 554-9291, if assistance is needed with their inbound shipment, personally procured move or have personal property shipment questions. Soldiers should use their DPS account established at origin to manage their personal property shipment, to include arranging a full or partial delivery, updating delivery information, requesting a reweigh or entering claims data. Non-Temporary Storage (NTS) shipments at another installation can be arranged for release at the PPPO/Ft Carson office, building 1012, Room 101 (bring a copy of your orders). Additional storage upon release is **NOT** authorized at the destination; therefore, you **MUST** provide a delivery address and take the shipment upon arrival. Personally Procured Moves (PPM), formerly known as a DITY Move, are accepted at building 1012, Room 101. The packet must contain a DD2278 (Application for Do It Yourself Move and Counseling Checklist), DD1351-2 (Travel Voucher), PPM Checklist/Expense Sheet, travel order, receipts (gas, tolls, rental contract, i.e.), empty/full weight tickets and POV registration (if applicable).

#### LODGING (TEMPORARY)

reservations for the Colorado Inn (IHG Army Hotels), building 7301 on Woodfill Road, can be made at [www.ihg.com/armyhotels/hotels/us/en/reservation](http://www.ihg.com/armyhotels/hotels/us/en/reservation) prior to arrival. Pets are allowed with size and breed limitations. It is recommended that reservations are confirmed prior to departure from your primary location. For more information, call (719) 526-4832.

#### RELOCATION READINESS

**PROGRAM\*** offers various services.

• **English as a Second Language (ESL)** is available to all ID card holders. Spouses of active duty Soldiers have priority. Free childcare is available. Placement testing is required. Classes are held in the Birch Room, the ACS Center, building 1526. To register or for more information, call (719) 526-9348 or 526-4590.  
• **Summer Session starts on 3 Jun:**  
Tue & Wed, 9:00 a.m. to 12:00 p.m.

• **The Family Connection** is a family friendly facility which offers a wide array of services, to include the following (below). Hours of operation are Mon, Tue, Fri, 8:30 a.m. to 4:30 p.m.; Wed, 9:00 a.m. to 4:30 p.m.; & Thu, 8:30 a.m. to 12:00 p.m. Closed for lunch from 12:00 a.m. to 1:00 p.m. For more information, call (719) 526-1070.

• **Homebuyer's Workshop** is highly recommended for all perspective homebuyers. Topics include preparing for home ownership, choosing a realtor, selecting the right home, obtaining the right mortgage, and understanding the closing process. Registration required.  
• Thu, 27 Jun, 1300-1700

• **Immigration & Naturalization Assistance** is available for Family Members; Soldiers are required to go through their S-I. ACS staff works hand in hand with the Denver U.S. Citizenship and Immigration Services (USCIS) office to assist clients in effectively resolving issues & concerns. For more information, call (719) 526-0457 or 526-9348.

• **Loan Closet** items are available for temporary use. Items vary from dish kits to cots to car seats to dog crates.

• **Multicultural Support Groups** are currently have established for Asian, German, and Spanish. If you are interested in starting a group, call (719) 526-1070 and see how we can assist you.

• **Toy and Book Program** allows you to bring the kids and pick out a stuffed animal/book or a stuffed animal/coloring book/crayons.

• **Newcomer Orientation** is your opportunity to learn about what is available to you here at Fort Carson. Includes free childcare, lunch, guest speakers, a tour of the local area, and a chance to meet and network with new friends. To register, call (719) 526-1070 or 526-4590.

• Wed, 11 Jul, 9:00 a.m. to 11:30 a.m.  
• And Thu, 12 Jul, 9:00 a.m. to 3:30 p.m. (2 day orientation)

• **Waiting Families Program**, also known as Hearts Apart, is a program which was established to support families which were separated from their loved one due to an unaccompanied tour (i.e., TDY, deployment). Enrollees receive support calls, invites to special events, and newsletters. For more information or to enroll, call (719) 526-1053 or 526-0466.

#### SCHOOL SUPPORT

**SERVICES** is committed to addressing school and transition issues of the mobile Military child. You can contact your School Liaison Officer (SLO) to obtain school information, inprocessing checklists, calendars, district boundaries, phone numbers, and registration information. For more information, call (719) 526-1101 or 526-8220.

#### SPONSORSHIP REQUESTS

are filtered through the Garrison Total Army Sponsorship Program (TASP) Coordinator. Soldiers can fill out a DA 5434 through their Military Personnel Division (MPD) or via the Fort Carson Website at [www.carson.army.mil](http://www.carson.army.mil); select "Newcomers" on the home page. If a Sponsor was not requested in advance and desired, one will be assigned during in-processing. For more information, call (719) 330-2492.

#### UNITED HEALTHCARE ENROLLMENT & UPDATES

can be completed by reporting to room 1011 (1<sup>st</sup> floor of hospital at the West entrance) in Evans Army Community Hospital (Building 7500). Participants must be enrolled in the DEERS\*\* program prior to enrollment in United Healthcare. Once enrolled in United, take the paperwork to the Admissions & Disposition Office (Room 1050) to have the information input into the hospital computer.

**WELCOME PACKETS** are available in two versions, mailer (consolidated information) and hardcopy (variety of information). To order a mailer, call (719) 526-1070 or to pickup a hardcopy, stop by the Family Connection in building 1354 or the ACS Center in building 1526.